

AGENDA

- **Program Updates**

- Submitting Provider Certification Renewals
- Case Manager Notification of Provider Certification Expiration
- Provider and Case Manager Conflict of Interest
- Online Medication Assistance Training
- BMS Paper Claims Deadline
- Clarification on Background Screening Barrier Crimes
- National Core Indicator Surveys
- Extension of Public Health Emergency

- **Question and Answer Session**

TOPICS

Submitting Provider Certification Renewals

The Home and Community-Based Services (HCBS) Section has strongly encouraged providers to start their provider certification renewal as soon as they receive the notification that their certification is going to expire. The HCBS Section notifies providers at least 60 days prior to their waiver certification expiration, but many providers still procrastinate and then fail to submit their certification renewal documentation before their certification expires. Providers must understand that failure to submit their certification documentation before their certification expires will result in provider decertification.

The HCBS Section would like to extend a huge thank you to providers that are submitting their paperwork in a timely manner. This makes everyone's jobs a little easier, but more importantly, it ensures that participant services are not disrupted. We appreciate your efforts! We also acknowledge that providers that are not meeting established deadlines are often the providers that do not participate in the provider support calls or read the notes that are sent after the calls; therefore, we are asking for your help. If you have interactions with other providers, please remind them of the importance of submitting their provider certification renewal paperwork on time. Additionally, if you know of providers that are not participating in regularly scheduled provider support calls, please encourage them to do so. Call information, including notes from previous calls, can be found on the [DD Providers and Case Managers](#) page of the HCBS Section website, under the *DD Provider Support Call Notes* toggle.

For questions or concerns related to provider certification renewal, please contact the Provider Credentialing Team at wdh-hcbs-credentialing@wyo.gov.

Case Manager Notification of Provider Certification Expiration

Building on the importance of provider certification renewals, case managers now receive notification when a provider that is included on an active plan of care has had their certification expire. There have been circumstances in which providers have voluntarily allowed their certification to expire without notifying participants or case managers. This notification function allows case managers to see the date of the provider's certification expiration and provide necessary follow-up. When a case manager receives this notification, they will reach out to the provider and participant to determine if a participant's individual plan of care (IPC) needs to be modified in order to ensure the continuation of the participant's needed services.

Provider and Case Manager Conflict of Interest

Chapter 45, Section 5 of Wyoming Medicaid Rules establishes conflict of interest standards for case managers and case management agencies. These are important requirements that are established in [federal law](#), and are intended to ensure that participants are able to identify and access services and providers of their choice, in accordance with person-centered planning principles.

Chapter 45, Section 13 establishes conflict of interest requirements for providers. According to this rule, *“Each provider shall identify, in writing, the potential conflicts of interest among employees, other service providers on the participant’s plan, relatives to participants, or any legally authorized representative(s), and address how a conflict of interest shall be mitigated. The provider shall share this information with potential participants and legally authorized representative(s) before the provider is chosen to provide services.”*

Additionally, Chapter 45, Section 31 establishes that *“If a provider permits the hiring of a legally authorized representative of a participant receiving services from the provider, or if a provider permits the hiring of relatives of provider employees working for the organization, the provider shall have a written policy on how it addresses potential conflicts that arise from these relationships and how the conflict of interest is mitigated. The policy shall be shared with the participant and legally authorized representative(s).”*

Providers are required to have conflict of interest policies and share them with participants and legally authorized representatives. If a conflict exists, or if there is a possibility that a conflict exists, this information must be disclosed with the participant and the legally authorized representative, and should be documented in the participant’s IPC.

On-line Medication Training

The HCBS Section is developing an online Medication Assistance Training that will replace the current train-the-trainer model of required medication assistant training. As established in Chapter 45, Section 5(a)(v), this online training will be required for any individual who assists participants with medications. Once this training is in place, providers will still be able to require provider training specific to their provider specific medication policies and procedures.

The HCBS Section will be requesting feedback on the content and format of the online training prior to its release, which is anticipated to occur in early 2023. In the meantime, flexibility allowed during the COVID public health emergency remains in place. Medication Assistance Training instructor certifications are considered valid. Individuals who have not received Medication Assistance Training should not assist participants with medications until they have received the required training from a certified Medication Assistance Training instructor.

BMS Paper Claims Deadline

Effective November 1, 2022, original claims submitted to Wyoming Medicaid must be filed electronically. CNSI, the Fiscal Agent, will no longer accept paper claims for Medicaid Services after this date. For more information on how to submit an electronic claim, please visit the [Provider Training, Tutorials, and Workshops](#) page of the Wyoming Medicaid website. Providers may submit a request for 1 on 1 claims and billing assistance to wyprovideroutreach@cns-inc.com.

Clarification on Background Screening Barrier Crimes

In order to clarify understanding and interpretation of the barrier crimes outlined in the Comprehensive and Supports Waiver (DD Waiver) agreements with Centers for Medicare and Medicaid

Services (CMS), Wyoming Medicaid Rule, and Wyoming Statutes, the HCBS Section consulted with the Wyoming Attorney General's Office. In accordance with the guidance provided through that consultation, the HCBS Section has issued the DD Waiver Background Screening Barrier Crimes bulletin, which is available under the *DD Program Bulletins* toggle of the [DD Providers and Case Managers](#) page of the HCBS website.

To summarize the bulletin and changes that may affect providers, the interpretation of the barrier crimes listed in Appendix C-2 of the DD Waiver agreements includes the entire list of crimes in each article of the chapter. For example, Chapter 4, which addresses offenses against morals, decency, and family includes six specific articles. Every crime listed under each of the six articles is considered a barrier crime, including prostitution, public indecency, and promoting obscenity. To view the crimes listed under each Chapter, please visit the [Wyoming Statutes Public Access](#) webpage and select Title 6 – Crimes and Offenses.

WDH has always processed background screenings under this assumption; therefore, providers are not expected to be affected by this update. However, providers with knowledge of a successful background screening that includes any crimes listed in Wyoming Statute Title 6, Chapters 2 and 4 are encouraged to contact the Background/Systems specialist at (307)777-7276 or wdh.backgroundcheck@wyo.gov for further guidance.

If you have questions regarding background screenings, please contact the Provider Credentialing Team at wdh-hcbs-credentialing@wyo.gov or your area [Incident Management Specialist](#).

National Core Indicator Surveys

The Wyoming Department of Health (WDH) wants to know how well services provided through the DD Waivers are meeting the needs of participants, so it has partnered with Vital Research to conduct the National Core Indicator-Intellectual and Developmental Disabilities (NCI-IDD) survey. Starting in November, surveyors with Vital Research will be reaching out to randomly selected participants about participating in the NCI-IDD survey. This survey will be in progress through June 30, 2023.

The NCI-IDD survey process is voluntary. Participants will not lose or gain any services or funding as a result of their participation in the survey. The Vital Research interviewer will keep participant answers confidential. The goal is to obtain approximately 400 completed surveys in Wyoming.

For more information about the NCI-IDD please visit the National Core Indicators [website](#). For more information about the survey in general, please contact Dillion Johnson at (307) 777-8760 or at dillion.johnson1@wyo.gov.

Extension of Public Health Emergency

On October 13, 2022, Health and Human Services Secretary Becerra officially extended the public health emergency (PHE). As with previous extensions, this one is set to last for 90 days, which calculates to January 11, 2023. [Flexibilities Implemented for Comprehensive and Supports Waiver Programs in Response to COVID-19](#) remain in place.

The official PHE extension can be found [here](#).

WRAP UP

Next call is scheduled for February 27, 2023